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PART III

GOVERNMENT OF PUNJAB

DEPARTMENT OF GOVERNANCE REFORMS AND PUBLIC
GRIEVANCES

(GOVERNANCE REFORMS-2 BRANCH)

NOTIFICATION

The 2nd March, 2022

No.G.S.R. 12/P.A.14/2021/S.14/2022.-In exercise of the powers conferred by section 14 of the Punjab Anti Red Tape Act, 2021 (Punjab Act No. 14 of 2021), and all other powers enabling him in this behalf, the Governor of Punjab is pleased to make the following rules to carry out the purposes of the said Act, namely:-

RULES

1. Short title and commencement.- (1) These rules may be called the Punjab Anti Red Tape Rules, 2022.

(2) They shall come into force on and with effect from the date of their publication in the Official Gazette.

2. Definitions.- (1) In these rules, unless the context otherwise requires,-

- (i) "Act" means the Punjab Anti Red Tape Act, 2021;
- (ii) "compliance" means the Government specified processes which are to be followed, documents which are to be attached, online or physical verifications which are required, and/ or punishments prescribed for violations;
- (iii) "section" means the section of the Act; and
- (iv) "Time and Motion Study" means by whatever name called the detailed, step by step, understanding of processes involved in the delivery of a service.

(2) Words and expressions used but not defined in these rules shall have the meanings respectively assigned to them in the Act.

3. Simplification of application forms and necessary documents required to be attached therewith for delivery of Government to Business (G2B) or Government to Citizen (G2C) Services.- (1) The entity concerned

Section 4.

shall take necessary steps for simplification of application forms and reduction in the number of valid documents required to be enclosed therewith for providing every G2B or G2C Service with an aim to reduce the burden of compliances on the businesses and the citizens.

(2) The entity concerned shall ensure that the simplified application forms of G2B or G2C Services are reduced to a single page, as far as possible, or the data asked for is reduced by at-least fifty per cent by removing irrelevant or already available information or data sought from the businesses and the citizens.

(3) The entity concerned shall revisit the requisite documents such as certificates, documents, affidavits which are expected to be attached with an application form with an objective to remove the requirement of submission of those documents, which are not essential for delivery of a given G2B or G2C Service.

(4) While implementing the provisions of sub-rules (2) and (3), comments or inputs or feedback of the general public may be solicited in streamlining application forms and documents to be attached herewith.

(5) This exercise shall be done on two-yearly basis or as required from time to time, with the help of an expert agency or a person, if so required by the Departments, having domain knowledge or through an internal arrangement.

(6) All entities shall endeavor to obtain such information or verify such documents that are provided by the citizen or business directly from the entity responsible for issue of that document or custodian of that data electronically through data exchange.

(7) The application form shall be made available at the office of the Designated Officer and at the Sewa Kendras after simplification process.

(8) Downloadable copy of the said application form and list of documents to be attached along with shall also be made available on the website or portal of the entity.

(9) All information relating to G2B or G2C Services, application forms and documents required for obtaining it, shall be displayed —

- (i) by the Designated Officer and the Appellate Authorities, on the Notice Board of their offices or their website; and

- (ii) by the in-charge of Sewa Kendra Centre, Fard Kendras Saanjh Kendras outside these centres or their websites.

4. *Re-engineering of backend Government processes or procedures or systems or Governance Reforms with respect to G2B or G2C Services.* Section 5.

(1) The entity concerned shall study and analyse the existing backend Government processes or procedures or systems of every G2B or G2C Service with an objective not only to bring improvement and efficiency in governance but also cut down processing timelines, costs and remove redundant, duplicate or unsolicited steps.

(2) The entity concerned, while carrying out process reforms, shall also look for ways to reduce complexities in the workflow in terms of touch-points, disposal days at each level, the number of levels and the requirement of manual or digital signatures at the time issuing certificates, license and permits.

(3) It shall be ensured that the reformed processes are not only standardized but also clear and unambiguous.

(4) Every actor, in the workflow of G2B or G2C Service in entity concerned, shall be accountable for his act for disposal of a case.

(5) The entire process for granting approval to G2B or G2C Service shall be designed or reformed in such a manner that it adapts to modern Information Technology (IT) and e-Governance solutions.

(6) Every entity shall ensure that online facilities through Application Programming Interfaces (APIs) shall be extended with other entities, while sharing of data or information, to the extent possible.

5. *Deemed extension.*— (1) Upon completion of the stipulated time-limits and in the event of failure to act on an application or request for a G2B or G2C Service, an extension period of additional fifty percent (in working days) of the stipulated timelines of that service shall be given, within which, the entity concerned shall be required to take a decision on such application or request for the desired purpose. Section 7.

(2) In case an application or request is not processed beyond the additional period, as specified in sub-rule (1), it shall be considered deemed approval and further process of intimation or issuance of certificate, permit, license shall be completed.

Section 8.

6. *Third Party Inspection or trust based Governance.*— (1) The entity concerned shall carry out in-person inspections at the field level from where G2B or G2C Services are rendered on six monthly basis to bring trust and confidence among the citizens and the businesses towards service delivery.

(2) Wherever required, the services of Third Party Agencies (TPAs) shall be taken for inspection, on the basis of pre-defined parameters, of service delivery mechanism at field level. On the basis of inspection report, analysis would be drawn to see whether anything is required to remove and replace any Acts, rules or policies in respect of any G2B and G2C service delivery.

7. *Protection of privacy of citizens.*— The Government shall ensure that adequate safeguards are put in place to protect the privacy of citizens at all steps involving exchange or transfer of data with any entity.

Section 10.

8. *External Intermediaries.*— (1) The entity concerned shall take concrete steps, within three months from the date of commencement of these rules, to check the involvement of external intermediaries in the supply G2B or G2C services.

(2) The entity concerned shall further develop and implement a system so as to overcome the issue of external intermediaries or persona non grata.

(3) The entity concerned shall do such actions on regular basis to prevent the external intermediaries, if any, in the service delivery process.

(4) The steps taken and system implemented by the entity to check the involvement of external intermediaries shall be reviewed by a High powered Committee appointed by the Government.

TEJVEER SINGH,

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Department of Governance Reforms
and Public Grievances.